

FIG. 1

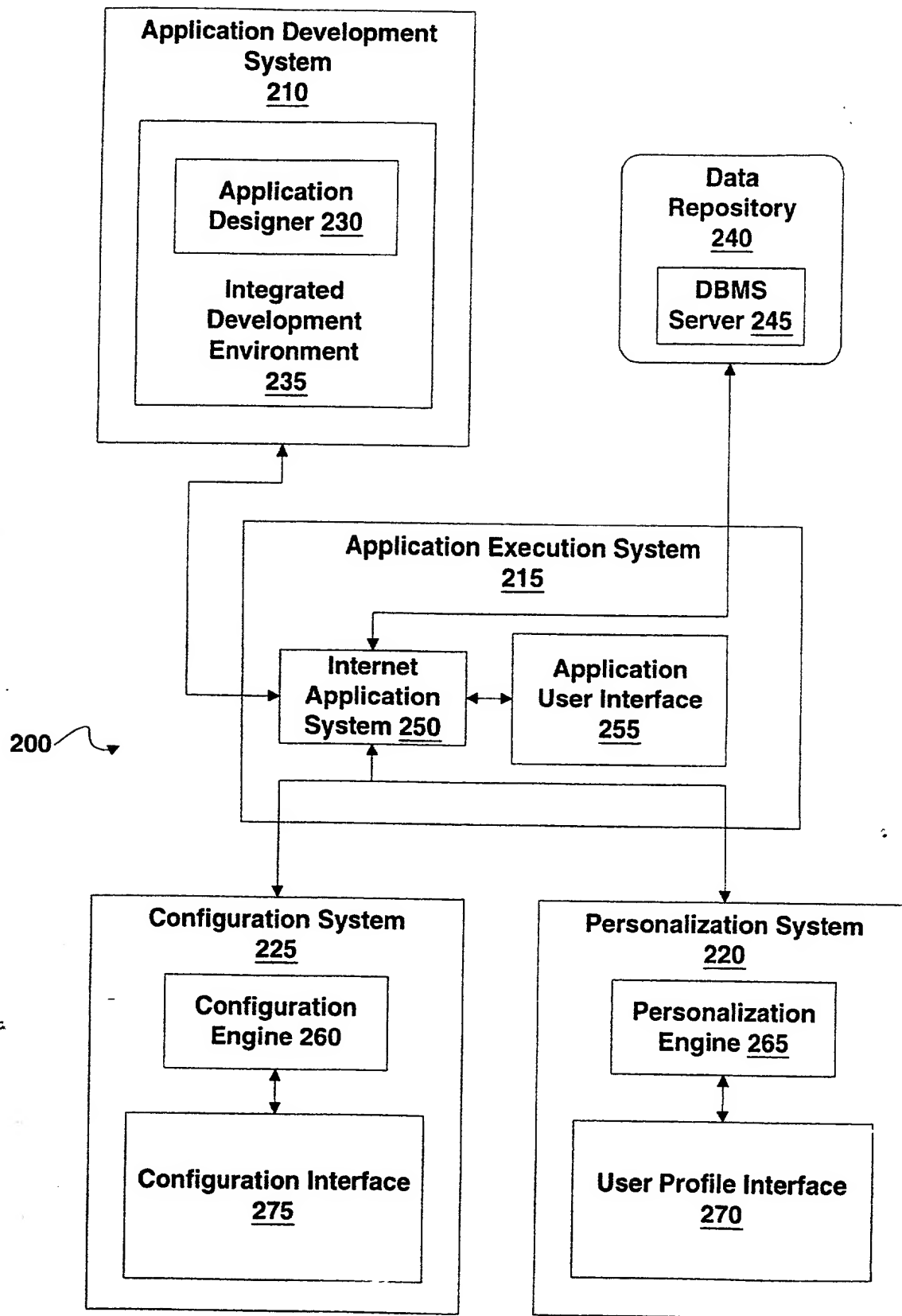
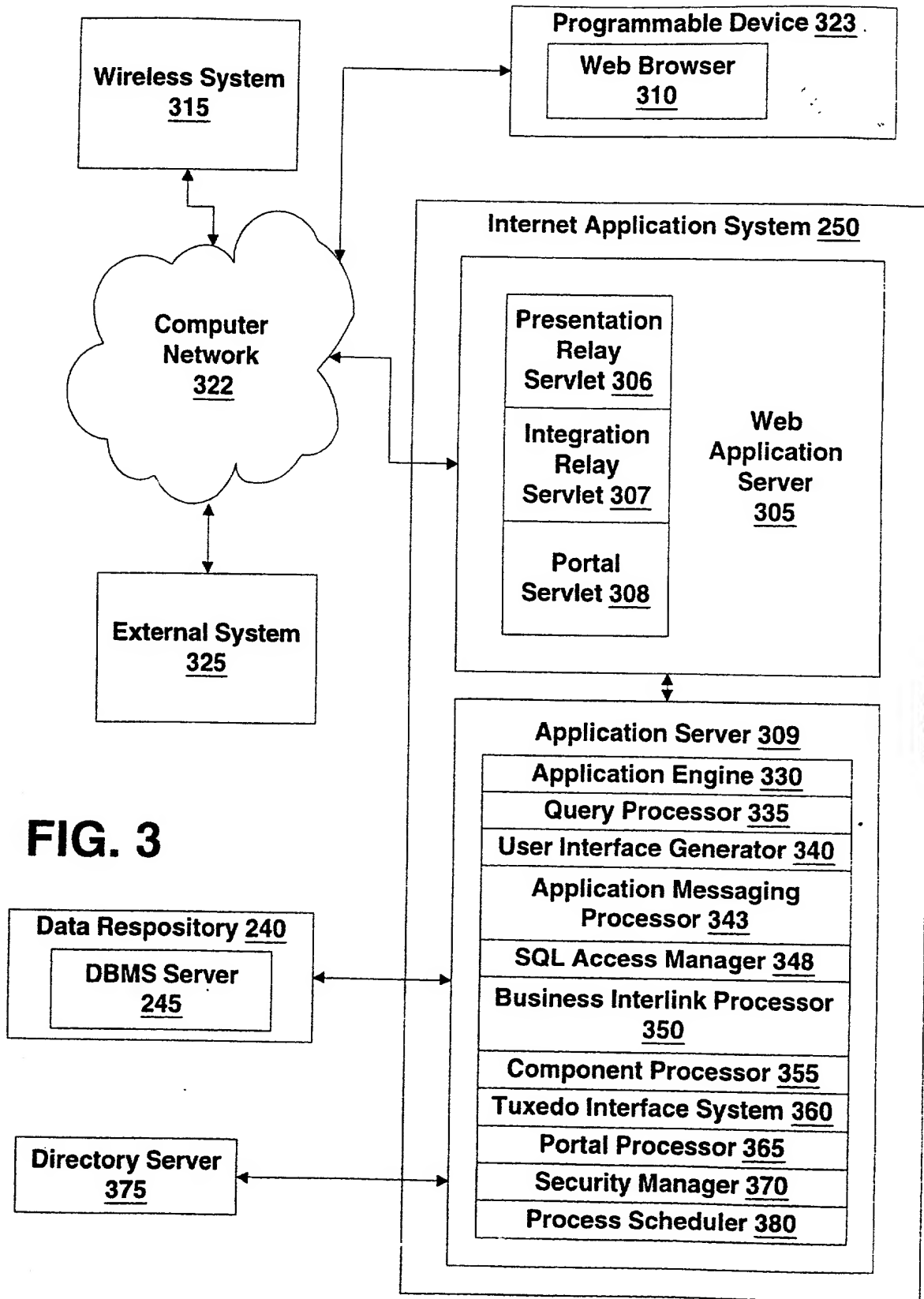


FIG. 2



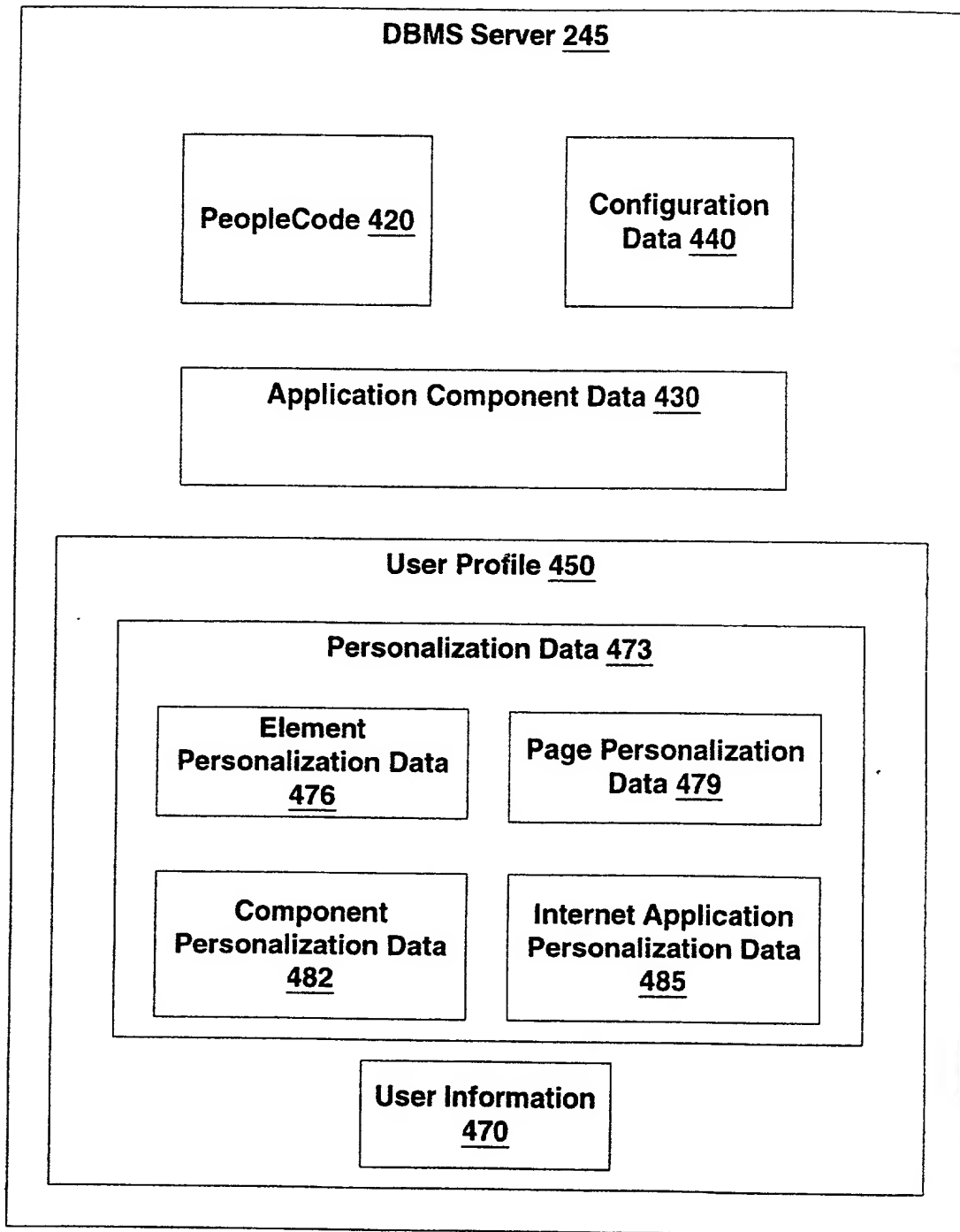


FIG. 4

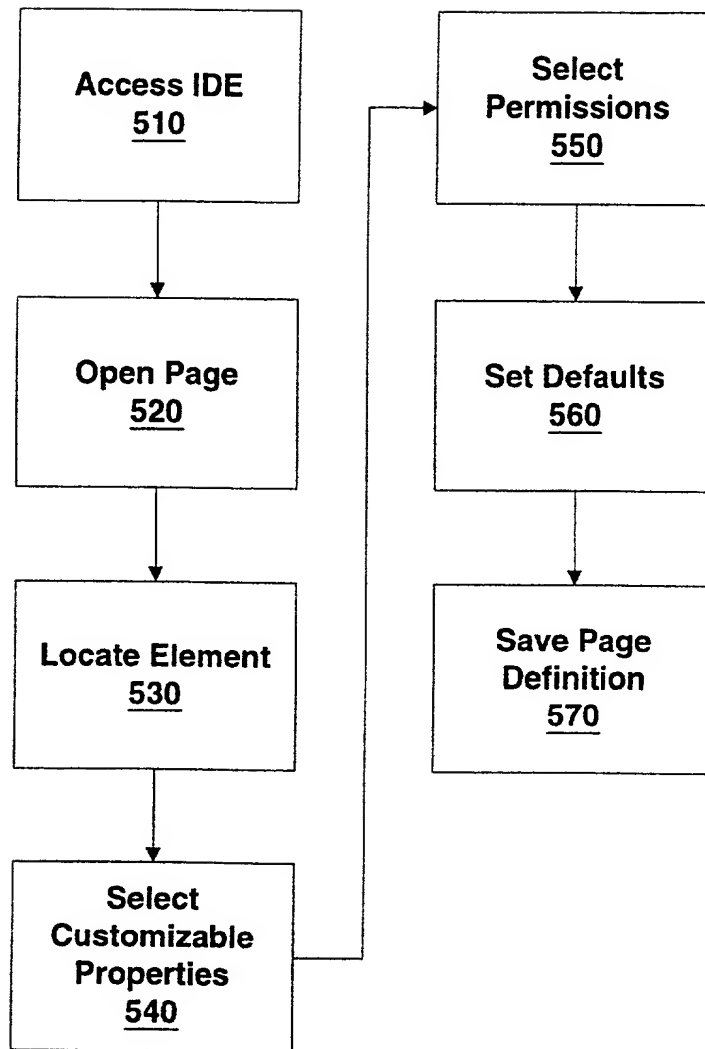


FIG. 5

Page 0

1910-

File 9

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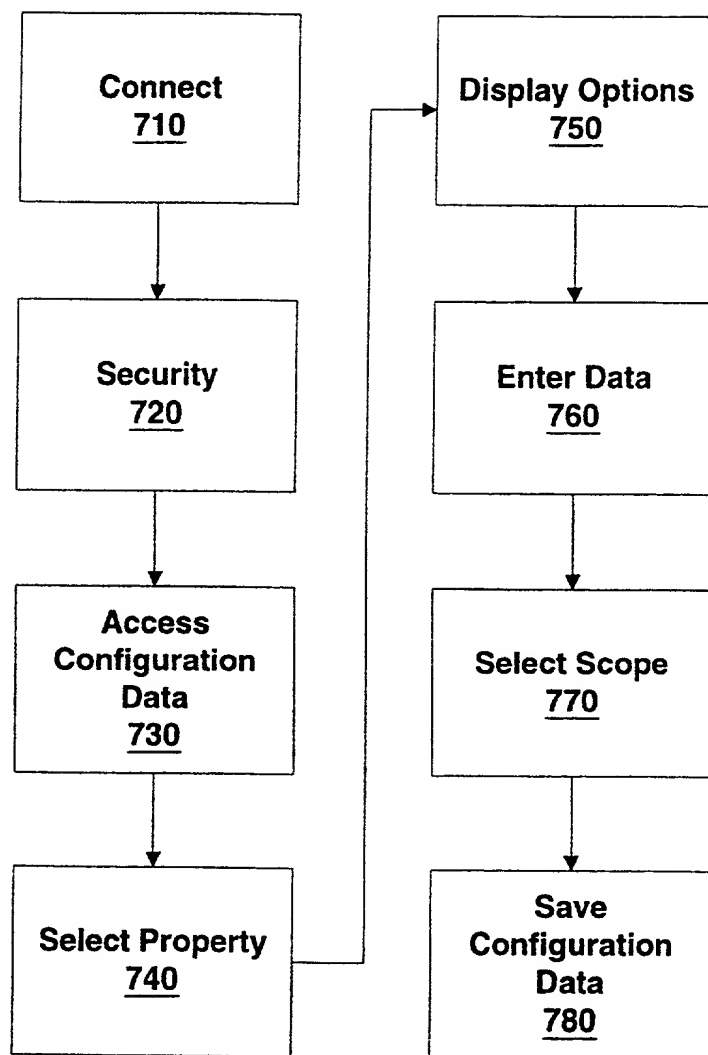


FIG. 7

Flu. 8

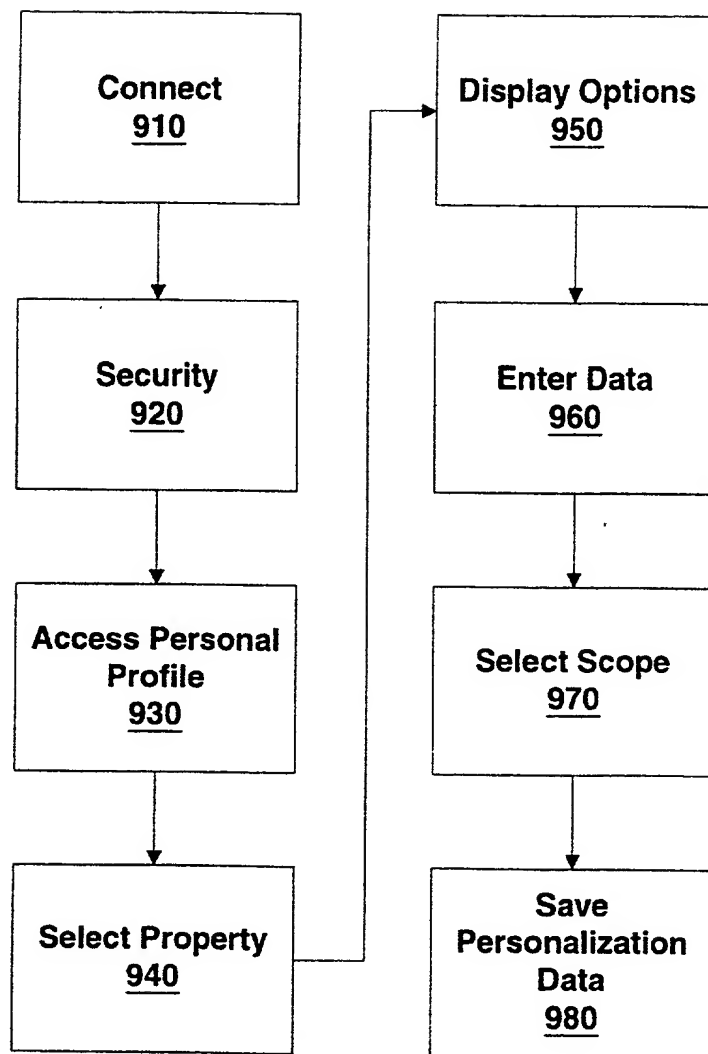


FIG. 9

Shell Service User Profile - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Search Favorites History

Address http://localhost:7001/services/clientservice/peopleinfo/Find-starta

Home > PeopleTools > Maintain Security > User > My Profile

General Profile Information

Opriid for CRMSKT, CRMOABAK

Password

Change password

Change or set up forgotten password help

Personalization

Changes to Personalization settings require you to log off and log back on in order to take effect.

My preferred language for reports and email is: English

Currency Code: ☐ ☒

Self Personalization

Email Address:

Alternate User ID:

If you will be temporarily unavailable, you can select an alternate user to receive your readings

Alternate User ID:

From Date: (example: 1/23/2000)

To Date: (example: 1/23/2000)

Miscellaneous User Links

Local intranet

1005

1010

1020

270

Fig. 10A

270

Internet Service User Profile - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address http://localhost:7001/services/clientservice/peoplestart/cond-start

Home > PeopleTools > Maintain Security > User > My Profile

Personalization

| Option | Default Value | Override Value |
|-------------------------------|---|---|
| Accessibility Features | No | <input checked="" type="checkbox"/> Explain |
| Afternoon designator (PM, pm) | PM | <input checked="" type="checkbox"/> Explain |
| Currency Symbol | \$ | <input checked="" type="checkbox"/> Explain |
| Currency Symbol Position | Leading | <input checked="" type="checkbox"/> Explain |
| Decimal Separator | | <input checked="" type="checkbox"/> Explain |
| Date Format | MM/DD/YY | <input checked="" type="checkbox"/> Explain |
| Date Separator | / | <input checked="" type="checkbox"/> Explain |
| Local Time Zone | Pacific Time, Tijuana | <input checked="" type="checkbox"/> Explain |
| Morning designator (AM, am) | AM | <input checked="" type="checkbox"/> Explain |
| Multiple Row Insert | <input checked="" type="checkbox"/> Yes | <input checked="" type="checkbox"/> Explain |
| Save Confirmation | Yes | <input checked="" type="checkbox"/> Explain |
| Save Warning | Yes | <input checked="" type="checkbox"/> Explain |
| Time Format | h mm ss (8 05 AM) | <input checked="" type="checkbox"/> Explain |
| Time Separator | | <input checked="" type="checkbox"/> Explain |
| Thousand Separator | | <input checked="" type="checkbox"/> Explain |
| Use Local Timezone | Yes | <input checked="" type="checkbox"/> Explain |

Local Internet

1030

1040

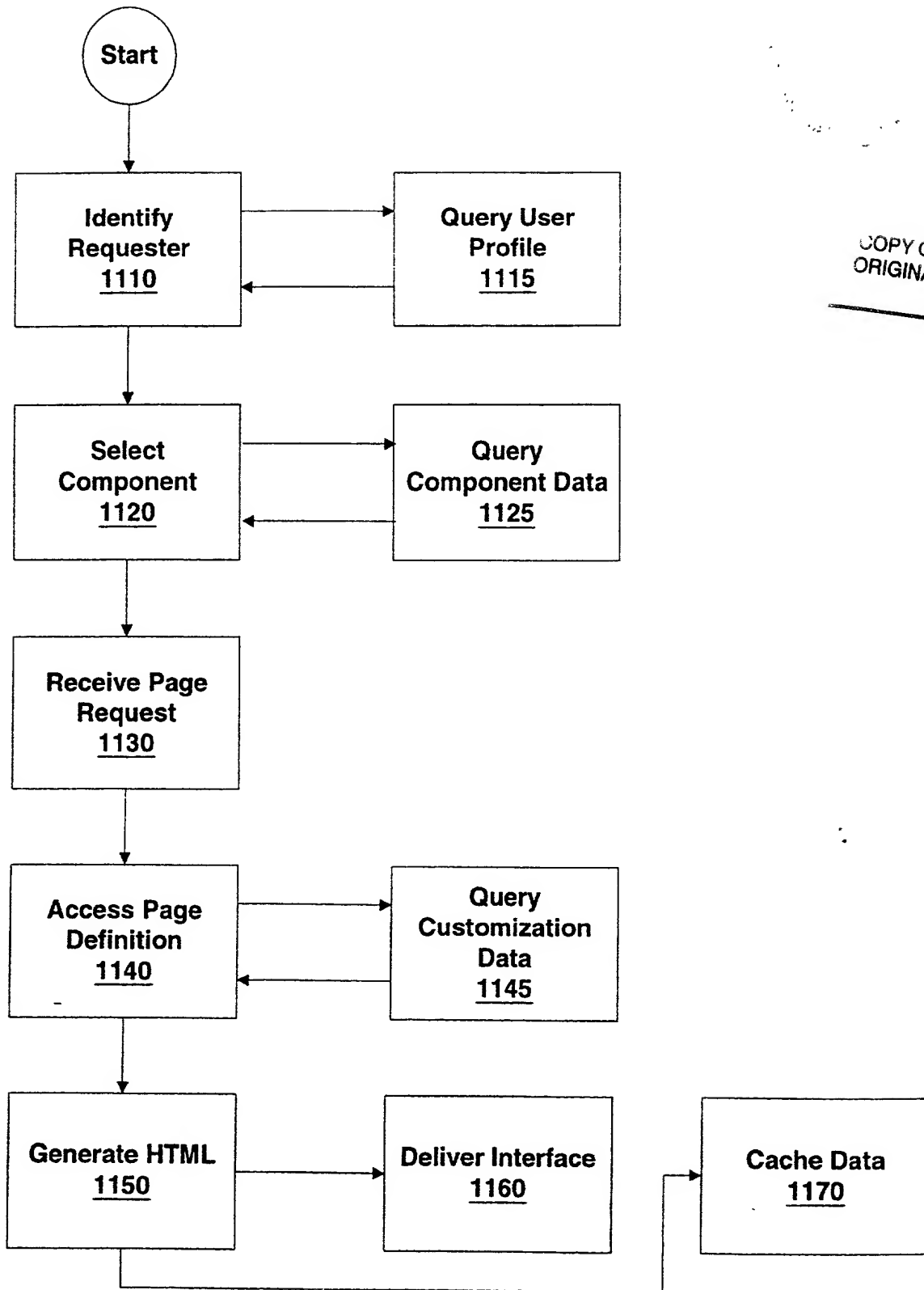
1040

1050

830

FIG. 10B

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FIG. 11

| RC CASE - BIDDING (Page) | | | | | | | | | |
|--------------------------|-------|-------------------|----------------|----------------------------|-----------------|---------------|---------------|------------|-----------|
| Date Designer | Order | N1220 | N1230 | N1240 | N1240 | N1240 | N1240 | N1240 | N1240 |
| Lv | Label | Type | Field | Record | Display Control | Related Field | Control Field | Page Field | |
| 1 | 0 | SubPage | | | | | | | |
| 2 | 0 | Employee Informal | EMP INFO GBO | DERIVED RC C | | | | | CUST INFO |
| 3 | 0 | EmpID | EMPL ID | DERIVED RC C | | | | | |
| 4 | 0 | Contact ID | E-CL Box | CASE CONTACT RC CASE | | | | | |
| 5 | 0 | Name | E-CL Box | NAME SEARCH DERIVED RC C | | | | | |
| 6 | 0 | Person ID | E-CL Box | PERSON ID RC DRILDOWN | | | | | |
| 7 | 0 | Business Unit | E-CL Box | RC BU DESCR DERIVED RC C | | | | | |
| 8 | 0 | Business Unit | E-CL Box | BUSINESS UNIT RC CASE | | | | | |
| 9 | 0 | Department | E-CL Box | DEPTID RB WORKER | | | | | |
| 10 | 0 | Location Code | E-CL Box | LOCATION RB WORKER | | | | | |
| 11 | 0 | Phone Type | Drop Down List | PHONE TYPE DERIVED RC C | | | | | |
| 12 | 0 | Phone Type | E-CL Box | PHONE TYPE RC CASE | | | | | |
| 13 | 0 | Business Unit | Drop Down List | BUSINESS UNIT DERIVED RC C | | | | | |
| 14 | 0 | Phone | E-CL Box | PHONE DERIVED RC C | | | | | |
| 15 | 0 | Extension | E-CL Box | EXTENSION DERIVED RC C | | | | | |
| 16 | 0 | Email Type | Drop Down List | E-ADDR TYPE DERIVED RC C | | | | | |
| 17 | 0 | Email Type | E-CL Box | E-ADDR TYPE RC CASE | | | | | |
| 18 | 0 | Email | E-CL Box | EMAIL_ADDR DERIVED RC C | | | | | |
| 19 | 0 | Preferred Contact | Drop Down List | RC CONTACT M RC CASE | | | | | |
| 20 | 0 | Preferred Contact | E-CL Box | RC CONTACT I DERIVED RC C | | | | | |
| 21 | 0 | Contact Details | E-CL Box | RC CONTACT I RC CASE | | | | | |
| 22 | 0 | Contact ID | E-CL Box | CONTACT ID RC CASE | | | | | |
| 23 | 0 | Alt Contact | E-CL Box | ALT NAME SEA RC ALT CNIC | | | | | |
| 24 | 0 | Problem Informal | Group Box | PROBLEM INFO DERIVED RC C | | | | | |
| 25 | 0 | Product | E-CL Box | RC PRODUCT I DERIVED RC C | | | | | |
| 26 | 0 | Product | E-CL Box | PRODUCT ID RC CASE | | | | | |
| 27 | 0 | | | | | | | | |
| 28 | 0 | | | | | | | | |
| 29 | 0 | | | | | | | | |
| 30 | 0 | | | | | | | | |
| 31 | 0 | | | | | | | | |
| 32 | 0 | | | | | | | | |
| 33 | 0 | | | | | | | | |
| 34 | 0 | | | | | | | | |
| 35 | 0 | | | | | | | | |
| 36 | 0 | | | | | | | | |
| 37 | 0 | | | | | | | | |
| 38 | 0 | | | | | | | | |
| 39 | 0 | | | | | | | | |
| 40 | 0 | | | | | | | | |
| 41 | 0 | | | | | | | | |
| 42 | 0 | | | | | | | | |
| 43 | 0 | | | | | | | | |
| 44 | 0 | | | | | | | | |
| 45 | 0 | | | | | | | | |
| 46 | 0 | | | | | | | | |
| 47 | 0 | | | | | | | | |
| 48 | 0 | | | | | | | | |
| 49 | 0 | | | | | | | | |
| 50 | 0 | | | | | | | | |
| 51 | 0 | | | | | | | | |
| 52 | 0 | | | | | | | | |
| 53 | 0 | | | | | | | | |
| 54 | 0 | | | | | | | | |
| 55 | 0 | | | | | | | | |
| 56 | 0 | | | | | | | | |
| 57 | 0 | | | | | | | | |
| 58 | 0 | | | | | | | | |
| 59 | 0 | | | | | | | | |
| 60 | 0 | | | | | | | | |
| 61 | 0 | | | | | | | | |
| 62 | 0 | | | | | | | | |
| 63 | 0 | | | | | | | | |
| 64 | 0 | | | | | | | | |
| 65 | 0 | | | | | | | | |
| 66 | 0 | | | | | | | | |
| 67 | 0 | | | | | | | | |
| 68 | 0 | | | | | | | | |
| 69 | 0 | | | | | | | | |
| 70 | 0 | | | | | | | | |
| 71 | 0 | | | | | | | | |

1250.

1210A-

1210B

5016

1210 K-

1710B.

17107

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1200

Fla. 12

Ready

Person Component - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address: http://localhost:7001/services/ClientService/peopleSoft/and-state

Address Info

Address Set: 1

Address Detail

Effective Date: 07/25/2001

Address Type: Business

Description: Business

Country: USA

Address 1: PeopleSoft Parkway

Address 2:

Address 3:

City: Pleasanton

Country: CA

State: California

Time Zone: PST

Last Modified: 07/25/2001 2:36PM PDT VP1

Status: Active

Address ID: 1200

Postal: 94505

Phone Info

Phone Type: Business

Description: Desk

Primary Prefix: 001

Telephone: 925 894 9479

Phone Extension:

Submit

Done

Local Internet

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FIG. 13A

Person Component - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Search Favorites History

Address <http://localhost:7001/services/chartserver/peoplechart/brand-starta> Go Links

Address Info

Address Seq: 1

Address Detail

Effective Date: 07/25/2001 1330 Status: Active 1208 Address ID: 1330

Description: Business

Country: USA United States

Address 1: PeopleSoft Parkway 1320

Address 2:

Address 3:

City: Pleasanton

County: CA California

State: CA 94505

Time Zone: PST Pacific Time, Tijuana

Last Modified: 07/25/2001 2:36PM PDT VP1

1310 ~ 1340 ~ 1350 ~ 255 ~ 1330 ~ 1335 ~ Submitt

Phone Info

Phone Type Description Int'l Telephone

Business Desk 925 894 9479

Phone Extension

1335 ~ Submitt

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Fig. 13B

| Address Detail | |
|----------------|--|
| 1310 | *Effective Date: 07/25/2001 |
| 255 | *Address Type: Business |
| | Description: |
| | Country: USA <input checked="" type="checkbox"/> United States |
| 1350 | Address 1: PeopleSoft Parkway |
| | ... |
| | *Status: 1360 |
| | *Address ID: 1320 |

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FIG. 13C

200240446374000

Person Component - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address: http://localhost:7001/service/clientservice/peopleoft/and-santa

Address Info

*Address Sec: 1

Address Detail

*Effective Date: 07/25/2001

*Address Type: Business

*Address ID: 1208

Description:

Country: USA

Address 1: PeopleSoft Parkway

Address 2:

Address 3:

City: Pleasanton

County: CA

State: CA

Postab: 94505

Time Zone: PST

Last Modified: 07/25/2001 2:38PM PDT VP1

Submit

Phone Info

*Phone Type: Description

*Primary Prefix: 001

*Telephone Extension: 925 884 9479

*Business: Desk

*Phone Extension: 1330

*Phone Extension: 1320

*Phone Extension: 1335

*Phone Extension: 1310

*Phone Extension: 1340

*Phone Extension: 1350

*Phone Extension: 255

Local Intranet

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Fig. 13D

Self Service User Profile - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address http://localhost:7001/services/clientServlet/peopleSelf/cmd-starts

GO LINK



Home > PeopleTools > Manage a Security > User > My Profile

Home WestWorklist Help Sign Out

Personalization

| Option | Default Value | Override Value |
|-------------------------------|-----------------------|----------------------------------|
| Accessibility Features | | |
| Tab over AddDel Buttons (+/-) | No | <input type="checkbox"/> Explain |
| Afternoon designator (PM, pm) | PM | <input type="checkbox"/> Explain |
| Tab over Calendar Button | No | <input type="checkbox"/> Explain |
| Currency Symbol | \$ | <input type="checkbox"/> Explain |
| Currency Symbol Position | Leading | <input type="checkbox"/> Explain |
| Decimal Separator | | <input type="checkbox"/> Explain |
| Date Format | MM/DD/YY | <input type="checkbox"/> Explain |
| Date Separator | / | <input type="checkbox"/> Explain |
| Local Time Zone | Pacific Time, Tijuana | <input type="checkbox"/> Explain |
| Morning designator (AM, am) | AM | <input type="checkbox"/> Explain |
| Multiple Row Insert | Yes | <input type="checkbox"/> Explain |
| Save Confirmation | Yes | <input type="checkbox"/> Explain |
| Save Warning | Yes | <input type="checkbox"/> Explain |
| Time Format | h:mm ss (8:05 AM) | <input type="checkbox"/> Explain |
| Time Separator | | <input type="checkbox"/> Explain |
| Thousand Separator | | <input type="checkbox"/> Explain |

FIG. 13E

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Microsoft Internet Explorer

Address: http://localhost:7001/services/permissions/permissions

Home > PeopleTools > Maintain Security > Use > Permission Lists

General Pages PeopleTools Process Sign-on Times

Permission List: ALLPANELS

Description: All Panels

| Menu Name | Function | Find | Set | Page |
|-------------------------------|-----------------|------|-----|------|
| ADMINISTER_SECURITY | Edit Components | + | - | |
| APPLICATION_ENGINE | Edit Components | + | - | |
| APPSONMONITOR | Edit Components | + | - | |
| CALLCENTER | Edit Components | + | - | |
| CIC_PAOLETS | Edit Components | + | - | |
| CMV_SCHEMA_MAP | Edit Components | + | - | |
| CRM_OPEN_WORKLIST | Edit Components | + | - | |
| CRM_PORTAL_COMPONENTS | Edit Components | + | - | |
| CRM_TRANSFORM_UTILITY | Edit Components | + | - | |
| CTI_CONFIGURATION | Edit Components | + | - | |
| CUBE_MANAGER | Edit Components | + | - | |
| EDI_MANAGER | Edit Components | + | - | |
| ESTABLISH_BUSINESS_UNITS | Edit Components | + | - | |
| MAINTAIN_PRODUCT_CONFIGURATOR | Edit Components | + | - | |
| MAINTAIN_SECURITY | Edit Components | + | - | |
| MAINTAIN_SOLUTION | Edit Components | + | - | |

1495 ~ 1430 ~ 1440 ~ 1460

1420A ~ 1450

1420B ~

1410 ~ 255

1420P ~

Local intranet

FIG. 14A

1470

Grid Properties

General | Columns | Label | Use

General Attributes

Main Record: PSACLMENU

Page Field Name: PSACLMENU

Occurs Level: 1

Occurs Count: 19

☐ Unlimited Occurs Count (rows)

OK Cancel

270

1480

1490

FIG. 14B

2004-03-04 04:30:02

| Home > Panel Tools > Monitor Security > Log > Permissions List | | |
|--|---------------|--------------------------|
| General Pages People Tools Process Signon Times (1) | | |
| Permission List ALL PANELS | | |
| Description: All Panels | | |
| Panel Name | Edit Comments | |
| ADMINISTER_SECURITY | Edit Comments | <input type="checkbox"/> |
| APPLICATION_ENGINE | Edit Comments | <input type="checkbox"/> |
| APPMONITOR | Edit Comments | <input type="checkbox"/> |
| CALLCENTER | Edit Comments | <input type="checkbox"/> |
| CIC_PANELS | Edit Comments | <input type="checkbox"/> |
| CRM_SCHEMA_MAP | Edit Comments | <input type="checkbox"/> |
| CRM_OPEN_WORKLIST | Edit Comments | <input type="checkbox"/> |
| CRM_PORTAL_COMPONENTS | Edit Comments | <input type="checkbox"/> |
| CRM_TRANSFORM_UTILITY | Edit Comments | <input type="checkbox"/> |
| CTI_CONFIGURATION | Edit Comments | <input type="checkbox"/> |
| CUBE_MANAGER | Edit Comments | <input type="checkbox"/> |
| EDI_MANAGER | Edit Comments | <input type="checkbox"/> |
| ESTABLISH_BUSINESS_UNITS | Edit Comments | <input type="checkbox"/> |
| MAINTAIN_PRODUCT_CONFIGURATOR | Edit Comments | <input type="checkbox"/> |
| MAINTAIN_SECURITY | Edit Comments | <input type="checkbox"/> |
| MAINTAIN_SOLUTION | Edit Comments | <input type="checkbox"/> |
| MANAGE_INTEGRATION_RULES | Edit Comments | <input type="checkbox"/> |
| MASS_CHANGE | Edit Comments | <input type="checkbox"/> |
| MISSION | Edit Comments | <input type="checkbox"/> |
| PORTAL_ADMIN | Edit Comments | <input type="checkbox"/> |
| PORTAL_COMPONENTS | Edit Comments | <input type="checkbox"/> |
| PORTAL_PERS_HOMEPAGE | Edit Comments | <input type="checkbox"/> |
| PROCESSMONITOR | Edit Comments | <input type="checkbox"/> |
| PROCESS_SCHEDULER | Edit Comments | <input type="checkbox"/> |
| QUERY_MANAGER | Edit Comments | <input type="checkbox"/> |
| RA_CAMPAGN_MANAGEMENT | Edit Comments | <input type="checkbox"/> |
| RA_CM_STRUCTURE | Edit Comments | <input type="checkbox"/> |
| RB_DEFINE_PRODUCTS | Edit Comments | <input type="checkbox"/> |
| RB_GENERAL_OPTIONS | Edit Comments | <input type="checkbox"/> |
| RB_INTEGRATION_OPTIONS | Edit Comments | <input type="checkbox"/> |
| RB_MANAGE_COMPETENCIES | Edit Comments | <input type="checkbox"/> |
| RB_MANAGE_CUSTOMER_INFORMATION | Edit Comments | <input type="checkbox"/> |
| RB_MANAGE_WORKFORCE | Edit Comments | <input type="checkbox"/> |
| RB_PROCESS_INBOUND_TRANS | Edit Comments | <input type="checkbox"/> |
| RB_STRUCTURE_SEARCHING | Edit Comments | <input type="checkbox"/> |
| RB_WORKER_CALENDAR | Edit Comments | <input type="checkbox"/> |
| RC_SELF_SERVICE | Edit Comments | <input type="checkbox"/> |
| RC_FOLIO_MGMT | Edit Comments | <input type="checkbox"/> |
| REPORT_BOOKS | Edit Comments | <input type="checkbox"/> |
| REPORT_MANAGER | Edit Comments | <input type="checkbox"/> |
| RF_AGREEMENTS | Edit Comments | <input type="checkbox"/> |
| RF_DEFINE_ITEMS | Edit Comments | <input type="checkbox"/> |
| RF_DEFINE_ITEM_CONTROLS | Edit Comments | <input type="checkbox"/> |
| RF_MAINT_ENTITLEMENTS | Edit Comments | <input type="checkbox"/> |
| RF_MANAGE_RMA | Edit Comments | <input type="checkbox"/> |
| RF_SERVICE_ORDER | Edit Comments | <input type="checkbox"/> |
| RF_STRUCTURE | Edit Comments | <input type="checkbox"/> |
| RI_CIC_HOME | Edit Comments | <input type="checkbox"/> |
| RI_INTERACTION | Edit Comments | <input type="checkbox"/> |
| RI_SETUP | Edit Comments | <input type="checkbox"/> |
| RII_DELTA_UTILITY | Edit Comments | <input type="checkbox"/> |
| RSP_FORECAST | Edit Comments | <input type="checkbox"/> |
| RSP_LEADS | Edit Comments | <input type="checkbox"/> |
| RSP_OPPORTUNITY | Edit Comments | <input type="checkbox"/> |
| RSP_PRTL | Edit Comments | <input type="checkbox"/> |
| RSP_SETUP_TABLES | Edit Comments | <input type="checkbox"/> |
| RSP_TERRITORY | Edit Comments | <input type="checkbox"/> |
| STRUCTURE_PROCESS_AUTOMATION | Edit Comments | <input type="checkbox"/> |
| STRUCTURE_RC | Edit Comments | <input type="checkbox"/> |
| TRANSLATE | Edit Comments | <input type="checkbox"/> |
| TREEMANAGER | Edit Comments | <input type="checkbox"/> |
| TREE_MANAGER | Edit Comments | <input type="checkbox"/> |
| UTILITIES | Edit Comments | <input type="checkbox"/> |
| WORKFLOW_ADMINISTRATOR | Edit Comments | <input type="checkbox"/> |
| WORKLIST | Edit Comments | <input type="checkbox"/> |

1410
1420A
1420B

1420P
1420Q

225

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File.14C

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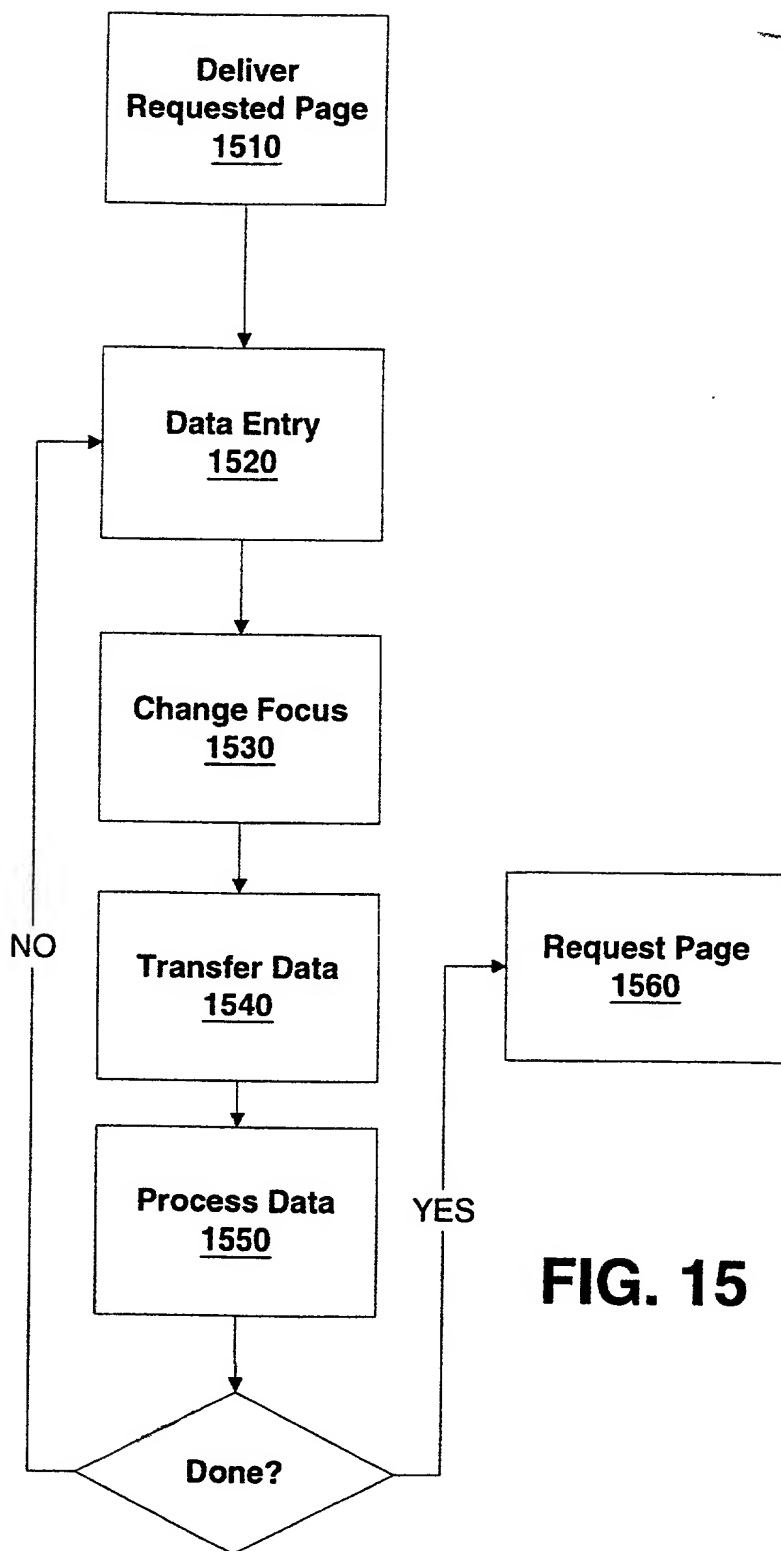


FIG. 15

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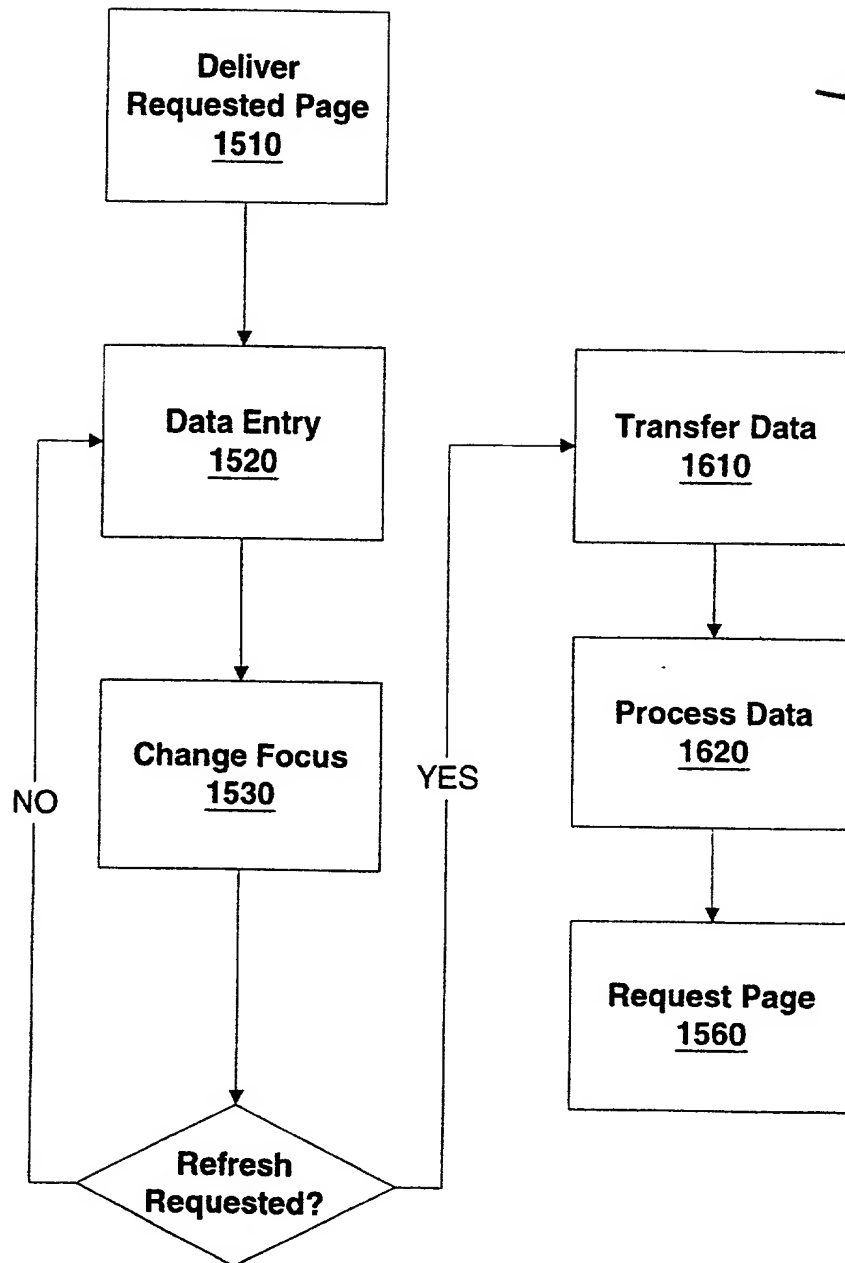


FIG. 16

Component Properties

General | Use | Internet

Search Page

Primary Action ☐ New ☒ Search

Default Search Action: Update/Display

Default Search/Lookup Type: ☒ Basic ☐ Advanced

☒ Allow Action Mode Selection

Link To Access Add Page -- Message Set/Nbr: 124 62

Link To Access Search Page -- Message Set/Nbr: 124 63

Instructional Text -- Message Set/Nbr: 124 50

Multi-Page Navigation

☒ Display Folder Tabs (top)

☒ Display Hyperlinks (bottom)

Processing Mode

☒ Interactive ☐ Deferred

☒ Allow Expert Entry

Toolbar

Selected Toolbar Actions:

| | |
|---|---|
| <input checked="" type="checkbox"/> Save | <input type="checkbox"/> View WorkList |
| <input type="checkbox"/> Return to List | <input type="checkbox"/> Next in WorkList |
| <input type="checkbox"/> Next in List | <input type="checkbox"/> Previous in WorkList |
| <input type="checkbox"/> Previous in List | <input type="checkbox"/> Add |
| <input type="checkbox"/> Next Page in Component | <input type="checkbox"/> Update/Display |
| <input type="checkbox"/> Previous Page in Component | <input type="checkbox"/> Update/Display All |
| <input checked="" type="checkbox"/> Refresh | <input type="checkbox"/> Correction |
| <input checked="" type="checkbox"/> Disable Toolbar | |

OK Cancel

275

1710

1720

1730

1740

FIG. 17A

2004-04-04 14:03:03

Person Component - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address http://localhost:7001/services/submitserver?test/peoplesoft/cond-starts

Address Info

Address: 1

Address Detail

Effective Date: 07/25/2001

Address Type: Business

Status: Active

Address ID: 1208

Description:

Country: USA

Address 1: PeopleSoft Parkway

Address 2:

Address 3:

City: Pleasanton

County: CA

State: California

Postal: 94505

Time Zone: PST

Last Modified: 07/25/2001 2:36PM PDT VP1

Expert Entry

Phone Info

Phone Type: Desk

Description: Primary

Prefix: 001

Telephone: 925 684 9479

Extension:

Phone: 1790

Submit

Done

Local Intranet

~255

~1780

~1790

~1760

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Fig. 17B